



TAP SCHEDULING GUIDELINES

Any service that will be connected to a MWS main must be scheduled through the MWS Development Services Center. To schedule the tap, you will need the Metro Public Works Excavation Permit Number (or appropriate city roadway district) and the Tennessee One Call Number (dial 811).

Appointment times are from 8:00am through 1:30pm, Monday through Thursday, with a one hour travel time from 8:00am to 10:00am (30 minute travel time after 10:00 am).

Prior to your tap:

Holes must be dug and prepared at least one hour before your scheduled tap appointment. If you prefer, you may dig and plate a day(s) before your scheduled tap.

If you have multiple taps at one location, "ALL" tap locations must be exposed and ready or at least pre-dug and plated at least one hour before "First" scheduled tap.

If you have a TSV (Tapping Sleeve Valve), it must be hung and ready prior to the tap as well.

Any tap over 4' deep x 4' wide must be sloped out or a shoring box will be required per OSHA standards.

All materials must be onsite that will be required for taps, curb stop, bends, fernco, TSV, etc.

The Contractor must have ladder and sump pumps if necessary.

All materials must be installed and tested while MWS inspector is on site.

MWS reserves the right to cancel and/or reschedule any tap if the site is inaccessible, if contractor is not prepared when crew arrives, or conditions are determined to be unsafe. If MWS is unable to make the scheduled tap due to equipment issues, the tap will be rescheduled at the earliest convenience available with no additional charge.

MWS will not make the taps if the temperature is less than 32 degrees.

Please refer to our forms and processes [here](#)

For scheduling taps, please contact the
Metro Water Services / Development Services Center
mws.ds@nashville.gov